
Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendations 8.4.1-8.4.2 - Implementation Documentation

Enhancing ICANN Accountability – Work Stream 2 Final Report

<https://www.icann.org/en/system/files/files/ccwg-acct-ws2-final-24jun18-en.pdf>

See <https://www.icann.org/resources/work-stream-2-implementation-en> for more information on Work Stream 2 implementation.

WS2 – Transparency I Improving ICANN’s Anonymous Hotline (Whistleblower Protection) – Recommendations 8.4.1-8.4.2

Recommendation 8.4.1

The policy should be clearly posted as “Employee Hotline Policy and Procedures” on the ICANN public website under the “Who we Are” or “Accountability and Transparency” portions as soon as possible.

Recommendation 8.4.2

Related to the above, the term “whistleblower” should be included in introductory text explaining the policy so that an ICANN community member – who may not know that the policy is called a “Hotline Policy” – may easily locate it using “whistleblower” as the search term. For example: “The following outlines elements of ICANN’s Hotline Policy and Procedures. Some organizations refer to this as “whistleblower protections.”

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The ICANN Organization’s Anonymous Hotline Policy and Procedures for Handling Reports to ICANN’s Anonymous Hotline Policy were posted within the Accountability and Transparency section of ICANN.org on 5 November 2021 under the heading of “Employee Anonymous Hotline Policy and Procedures (Whistleblower)” and can be accessed via the following link: <https://www.icann.org/employee-anonymous-hotline-policy-procedures-whistleblower>

The Anonymous Hotline Policy and Procedures may be accessed by entering the term *whistleblower* in either Google search or using the search bar within <https://icann.org>. The following introductory text is included with the Employee Anonymous Hotline Policy and Procedures (Whistleblower):

The ICANN organization (org) is committed to the highest possible standards of ethical, moral, and legal business conduct. ICANN org has several policies, including Open-Door, Prohibition of Harassment, and Fraud, that provide ICANN org employees with procedures for reporting work-related concerns. ICANN org provides an Anonymous Hotline as an additional resource for employees to report issues, in good faith, regarding unethical, illegal, or unsafe activity. Employees can use the Anonymous Hotline to report issues directly to an independent external agency staffed with trained professionals, who are available 24 hours a day, 7 days a week. The independent external agency will notify the Hotline Committee of all issues reported to the Anonymous Hotline. The policy and procedures are contained within

the Anonymous Hotline policy and procedures documents. The policy and procedures may also be known as Whistleblower Protections.

The posting of the Anonymous Hotline Policy and Procedures, introductory text and inclusion of the “whistleblower” search function on ICANN.org specifically addresses the recommendations.

Rationale

The policy and procedures documents have been posted on the website and thus, this recommendation has been implemented.

Timeline

Expected implementation date: N/A

Final implementation date: 5 November 2021

Milestones

- 5 November 2021 - ICANN org’s Anonymous Hotline Policy and Procedures for Handling Reports posted within the Accountability and Transparency section of ICANN.org
- 5 November 2021 - Whistleblower search function included within ICANN.org
- 5 November 2021 - Introductory text to the Anonymous Hotline Policy and Procedures for Handling Reports posted within the Accountability and Transparency section of ICANN.org